

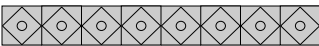
# InFLOWmation

Westford Water Department Newsletter



## Water Commissioners:

- Elizabeth Denly, Chairperson
- Hugh C. Maguire, Vice Chair
- Titus Palmer Secretary
- Chauncey Chu, Alternate



## Department Contacts:

- Stephen Cronin, Superintendent
- Water Operations Manager, Dave Crocker
- Larry Panaro Business Manager
- Mark Warren Environmental Compliance Manager



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## 2015 Water Improvement Projects

This summer the Water Department plans on upgrading a portion of the water mains on Graniteville Road and Pleasant Street.

**Graniteville Road (at right):** approximately 1,100 linear feet of existing 4" and 8" main will be replaced with 12" ductile iron water main between Main Street and Patriot Lane.

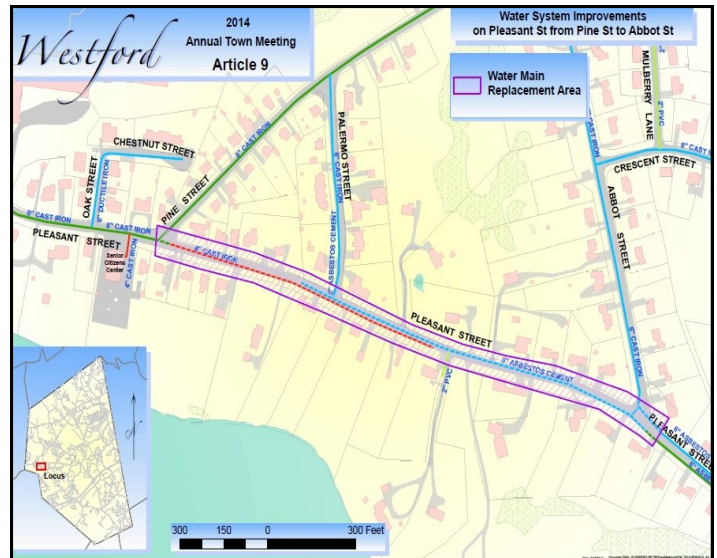
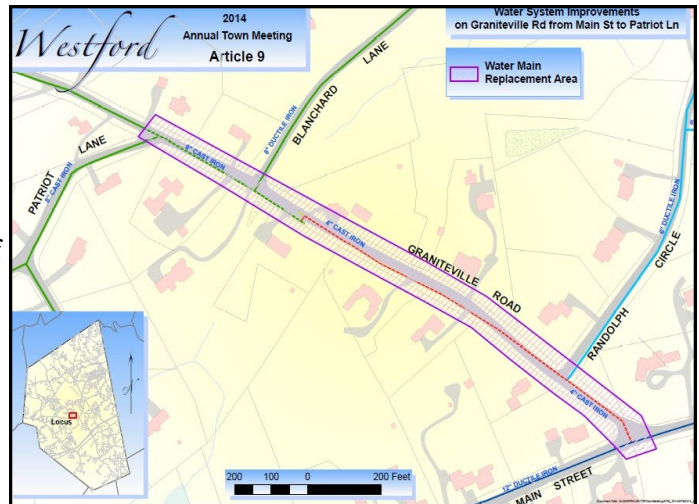
**Pleasant Street (below):** approximately 1,800 linear feet of 4" and 6" main will be replaced with 8" ductile iron water main.

All fire hydrants, gate valves, and customer services within the project routes will be replaced.

These projects will increase area fire protection, water pressure and improve water quality—and are entirely funded by the Westford Water Department Enterprise Fund.

## SWMI Grant Awarded to Water Department

The Water Department is pleased to announce that we are a recipient of the 2014 Sustainable Water Management Initiative (SWMI) grant. This grant program, in its third year of funding, is designed to assist eligible public water suppliers and municipalities with Water Management Act permits by providing funds for planning assistance, demand management, and withdrawal impact mitigation projects in local communities. The grant will fund several projects in Westford including retrofit of several town buildings with low-flow water saving toilets, implementation of a rebate program for water efficient appliances (see page 2 for details!), and installation of radio-read water meters/interfaces to allow the Department to move toward monthly reading and billing. These projects will help to reduce consumer demand and improve department operations.



## 2015 Rebate Program for Westford Water Dept. Customers

Over the years folks in town have asked about a rebate program for water-saving fixtures or equipment. Thanks to funding provided by the recently awarded SWMI grant we are pleased to announce a high-efficiency clothes washer and low-flow toilet rebate program for



**Why should I replace my toilet or clothes washer?** Good question! Two of the biggest indoor water users are the toilet and clothes washer. Together, they can account for almost 50% of indoor residential water use. If you're already thinking of replacing an old toilet or washer why not put in a more efficient model, save money and water, and get some extra cash?

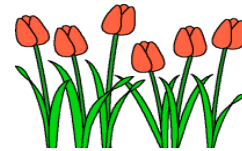
### Less is better!

Older style toilets can use 3.5 gallons per flush (gpf) - or more! With this in mind it makes sense to consider replacing older, inefficient toilets with a new 1.28 (gpf) toilet. Low flow toilets have gotten a bum rap in the past over poor flushing performance of earlier models. However, design and performance of low-flow toilets has improved significantly.

### Think high efficiency...



Older style clothes washers can use 35-50 gallons of water per load. Compare this to a new front-loader or top-loader high efficiency (HE) clothes washer that uses around 15 gallons per load. You can save upwards of 8,000—10,000 gallons of water per year alone! High efficiency washers also save on hot water and energy costs.



### Which toilets and clothes washers qualify?

- ♦ WaterSense labeled toilets that use 1.28 gallons per flush or less are eligible for a \$100 rebate. Limit of 2 toilet rebates per household.
- ♦ Energy Star labeled clothes washers with a Water Factor (WF) of 4.0 or less are eligible for a \$75 rebate. Limit of 1 clothes washer rebate per household.

***Rebate Terms and Conditions apply!***

***ACT FAST!***

***Supplies are limited and the program ends June 25, 2015.***

Call the Water Department at 978-692-5529 or visit our website at [www.westfordma.gov/water](http://www.westfordma.gov/water) for details. Residential Westford Water Department customers only. New construction not eligible. Rebate applications are available online ([www.westfordma.gov/water](http://www.westfordma.gov/water)), and at the Water Department.

**Water saving devices are available at the Water Department and J.V. Fletcher Library free to Westford Water Department customers. Pick one up today while supplies last:**



1.5GPM  
Showerhead



1.5 GPM kitchen  
Aerator with pause  
valve



1.0 GPM bubble  
spray aerator

*This project has been financed partially with State Capital Funds from the Massachusetts Department of Environmental Protection (the Department) under a Sustainable Water Management Initiative Grant. The contents do not necessarily reflect the views and policies of the Department, nor does the mention of trade names or commercial products constitute endorsement or recommendation for use.*

## Consumer Confidence Report

The Water Department provides our customers with a direct link to an electronic copy of the CCR on the Water Department website. **Visiting the following website address will take you to the current CCR:**

<http://www.westfordma.gov/ccr>

The CCR contains important information about the source and quality of your drinking water, and is well worth the time to review. Since electronic delivery will become our primary method for providing the annual CCR it's important to note that:

- **The Westford Water Department no longer mails out paper copies of the CCR unless requested.**
- **If you have previously requested a paper copy then one will automatically be sent to you each year (there is no need to make additional requests).**
- **Please call at 978-399-2457 (or send email to [mwarren@westfordma.gov](mailto:mwarren@westfordma.gov)) if you would like a paper copy delivered to your home or business.**

In addition, paper copies of the CCR will still be available at the Water Department, Town Hall and other municipal and community buildings.

## 2015 Rain Barrel Sale

The Westford Water Department is pleased to once again partnering with The Great American Rain Barrel Company to provide a town rain barrel program. Rain barrels can be purchased on line. Visit the Great American Rain Barrel Company website at <https://www.greatamericanrainbarrel.com> and click on "Shop Community Programs" and click on "Westford" (this link is also available through the Water Department website at [www.westfordma.gov/water](http://www.westfordma.gov/water)). The deadline for purchasing rain barrels is May 28th at 5:00 pm, and pick-up will be on Wednesday June 4th from 4:00-6:00 pm at the Water Department (60 Forge Village Road).



Rain barrels are a great way to conserve water and have a ready supply of temperate water for outdoor use. The attractive barrels offered in the sale are 100% recycled, come in 3 environmentally compatible colors, 35% of retail price, are heavy-duty, will last indefinitely, and are made in the USA. The rain barrel is re-purposed from a 60 gallon shipping drum that is 39" tall by 24" wide, and 20 lbs empty. It is made from 3/16" polyethylene which is UV protected and BPA free. The barrel comes complete with overflow fittings, drain plug, screw on cover, and a threaded spigot with a choice of two ports to use with either a watering can or a garden hose. The rain barrel arrives with simple instructions for fast and easy installation.

In New England, rain barrels can save up to 1700 gallons of water during extended summer months!

## Irrigation System Tune-Up

Spring is in the air! It's a good time to inspect and perform routine maintenance on your lawn sprinkler system.

Check your system for broken or missing sprinkler heads, and be on the lookout for leaks. Even a tiny pinhole leak can waste about 6,300 gallons of water per month! If you have pooling or large wet areas on your lawn you may have a leak. Make sure you're not watering your driveway! Redirect any stray sprinklers to put the water on your lawn—not the pavement. Update your system's watering schedule with the seasons to prevent waste of water and money. If you don't already have one—consider installing a moisture sensor to prevent watering when it's raining.

Visit the EPA WaterSense website at [www.epa.gov/watersense](http://www.epa.gov/watersense) for great water-saving irrigation tips!

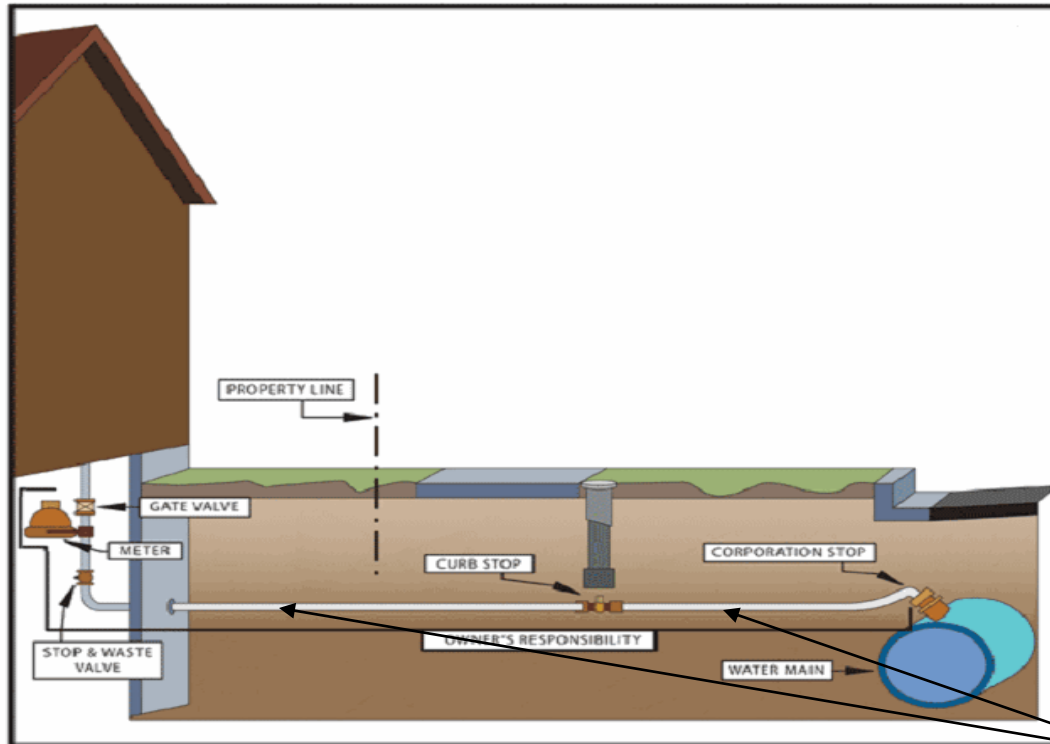


## Customer Service Line Information

Westford Water Department customers are connected to the water main in the street by a pipe referred to as a service line (see diagram below). The service line includes a corporation stop, curb stop and curb box at or before the property line, a shutoff valve, and meter.

The Water Department is responsible for repairs to the water mains. The customer is responsible for repairs for the entire service line starting from the corporation stop through the water meter.

How do you know if you have a leak in the service line? Underground leaks can be hard to detect, but typical signs include water puddling in the yard, discolored water, and a loss of pressure. If you suspect a leak in your service line contact the Water Department immediately. The Department will dispatch personnel to determine if there is a leak.



When a leak occurs on a service line the customer is responsible for making repairs immediately. The Department will work with the customer to have the repair performed as quickly and as inexpensively as possible.

Payment plans are available for service line repairs.

### What about service line insurance?

Periodically our customers get calls from companies offering water service line insurance. We would like our customers to know that the Westford Water Department **does not** endorse any service line insurance product or company, and we recommend exercising due diligence before making a decision to purchase insurance. Before considering purchasing service line insurance you may want to check with your home insurance company—as some policies do offer some coverage for service line repairs or replacement.

### Interested in connecting to Westford Water?

The first step is to call the Water Department. We need to look up on the system maps to determine if there is a water line that runs by your property that would allow for connection. If there is an available water main, an applicant needs to fill out an application and hire an excavating contractor. The Water Department is not allowed to recommend a contractor, but there are several listed in the local phone book.

It is the responsibility of your contractor to excavate the trench from the connection point to the foundation wall. It is necessary to give the Westford Water Department several days notice prior to commencing the .

The Water Department will supply the materials and labor to connect your service line to the water supply, bring it into your home, and set your water meter.

(Connecting to town water continued from page 4) The homeowner will need a plumber to do two things: connect the home plumbing to the water meter and disconnect the well. The well can be set up for irrigation, but is not allowed to remain connected to the domestic system. The excavation contractor is responsible for back filling the trench, and any loaming and seeding.

### What is the cost?

- \* The application fee is \$50
- \* An ***estimate*** of installation is \$1,100
- \* The System Development Charge is \$2,450

A check for \$3,600 is needed prior to installing the water connection. In addition, the applicant must agree to pay any additional charges—if they arise, and will receive a refund if the actual cost is less than the estimate.

### Healthy Lakes and Ponds Collaborative (HLPC)

The HLPC is happy to invite you to: ***An Evening Discussing the Current Health of Westford's Recreational Water Bodies and What You Can Do to Help Preserve & Restore Them.***

Topics to include:

- Results of Westford's Lake & Ponds Water Quality Study performed last year
  - ESS Group, Environmental Consulting & Engineering Services
- Organic/Low Impact Landscaping and Systems Approach to Natural Turf Management
  - Chip Osborne, President of Osborne Organics LLC
- Center Pond Weed Project (for control of invasive species to reduce need for chemicals)
  - Joy Onasch, PE, Toxics Use Reduction Institute (TURI)@ UMASS Lowell
- General ways for you as a homeowner, business, and/or other local club/organization can help to make a positive impact on our streams, rivers, ponds. And lakes—all of which affect the local aquifer, which affects all of our recreational, ground, and drinking water.

**When:** April 2, 2015 from 6:30 pm - 9:00 pm

**Where:** Nabnasset Lake Country Club, 47 Oak Hill Rd, Westford, MA 01886

**RSVP:** RSVP is required by telephoning Laurie Lessard (Westford Health Dept. Secretary) at 978-692-5509 or by email at: [llessard@westfordma.gov](mailto:llessard@westfordma.gov)

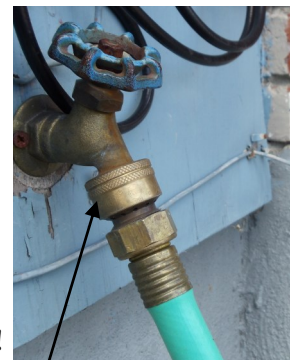
Light refreshments will be served

### Cross Connections and Backflow Prevention

A cross connection is defined as any actual or potential connection between the public water supply and a source of contamination or pollution. Introduction of contamination or pollution into the public water system can occur through an unprotected cross connection under backsiphonage or backpressure conditions. Cross connections present a public health problem. Visit the Water Department website at [www.westfordma.gov/waterfor](http://www.westfordma.gov/waterfor) for more information.

One of the most common sources of residential cross connections is the garden hose!

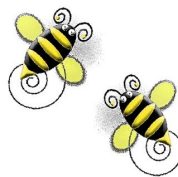
A hose bibb vacuum breaker is a simple and inexpensive way to prevent residential cross connections. *The Water Department is providing free hose bibb vacuum breakers to Westford Water Department customers. Pick one or two up at the Water Department while supplies last.*



**Hose bibb vacuum breaker attached on outside tap before garden hose**

**Westford Water Department**  
**INFLOWMATION**  
**Spring 2015**  
**60 Forge Village Road**  
**Westford, MA 01886**

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[www.westfordma.gov/water](http://www.westfordma.gov/water)



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Westford, MA 01886

### **Hours of Operation:**

7am to 4pm Monday-Friday  
(except Holidays)

### **How to Reach Us**

Main Phone Line (978) 692-5529  
Superintendent (978) 399-2455  
Water Operations Manager  
(978) 399-2456  
Business Manager (978) 399-2453  
Environmental Compliance Manager  
(978) 399-2457  
Billing and Property Transfers  
(978) 692-5529  
Accounts Payable (978) 692-5529

**Visit our website:**  
[www.westfordma.gov/water](http://www.westfordma.gov/water)

### **After Hours**

In the event of a water emergency outside of the work day, call the Police Department at 978-692-2161. The police dispatcher will contact our on-call personnel for quick response.

### **Fire Hydrants**

Fire hydrants need to be visible and accessible year round, and they can become just as easily obscured by vegetation as with snow. While the Water Department is responsible for maintaining fire hydrant accessibility, we could use your help not only during the winter but all year round.

If you have a hydrant on or near your property – and you are able, try to keep it from being overgrown. Also, please do not arrange plantings too close to the hydrant. Remember – they need to be accessible (at least 3 feet of clearance) and easy to spot during an emergency. The house you save may be your own!

*A special thanks to all of you who helped us with clearing out the hydrants this winter - including Troop 1166 from the Worcester barracks of the Massachusetts National Guard!*



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